



1999 ACTIVITY REPORT

**WASHINGTON STATE MILITARY DEPARTMENT
EMERGENCY MANAGEMENT DIVISION**

**Maj. Gen. Timothy J. Lowenberg
Department Director**

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Contacting us

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This report also is posted on EMD's website at <http://www.wa.gov/wsem/>



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LOWENBERG

February 18, 2000

To Washington's emergency management community,

As we enter a new century, a host of initiatives are being implemented to make the Washington Military Department's Emergency Management Division more responsive and more supportive of our state's public safety needs. At my swearing-in on September 13, 1999, I pledged to be an agent of change, saying: "There *will be* conscious, calculated, collaborative change...*consciously undertaken* by a world-class command and leadership team...*calculated* to shape and control our roles and missions in a rapidly changing world... *in collaboration with our colleagues* and with elected and appointed officials at every echelon of government service—federal, state and local."

That spirit of leadership and collaboration has been central to everything the Military Department has done this year. Making the Emergency Management Division and the even broader emergency management mission a central factor in all agency decisions has also been a cornerstone of our new direction.

"There will always be doors of opportunity, but we will not open them nor will we walk through them with conventional thinking." As Glen Woodbury (Director, Emergency Management Division) and I have met with officials at operating sites throughout the state, we've been continually impressed by the resourcefulness and creativity of our state's emergency management professionals. In partnership with other local, state and federal jurisdictions, we are discovering and opening doors of opportunity for new public safety initiatives every day.

I ask you to join us in this exciting journey. With your support, we will ensure Washington is a disaster resistant state and that when public safety emergencies occur they are resolved swiftly and decisively.

A handwritten signature in black ink, appearing to read "Timothy J. Lowenberg", with a large, stylized loop at the end.

Maj. Gen. Timothy J. Lowenberg
The Adjutant General
Director
Washington Military Department

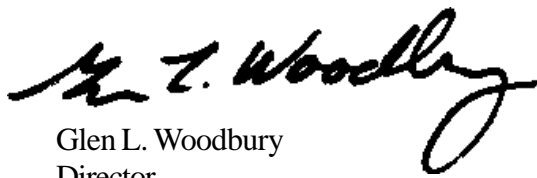
The last year of the millennium was one of change, challenge and new direction for the Washington Emergency Management Division.

Change was a highlight of the year as Timothy J. Lowenberg became director of the Washington Military Department following his appointment in September by Gov. Gary Locke. Lowenberg succeeded the retiring Maj. Gen. Gregory P. Barlow, who had loyally and ably served three governors in his 10 years at the department's helm.

New challenges, however, were another major part of Emergency Management Division (EMD) activities in 1999. One of the most extensive challenges was the preparation for the year end rollover period involving potential computer system problems and failures. The division worked closely with the Governor's Year 2000 Office to test and train for a unique computer status reporting system. The training involved disseminating reporting instructions to 68 local jurisdictions and 37 state agencies, and the individual training of more than 100 personnel to work in the state's Y2K Coordination Center. The training culminated at year's end in the state's largest coordinated emergency operations program since the 1994 Chelan fires. A second challenge for EMD in 1999 was the coordination of the state's response to the World Trade Organization protests in late November in Seattle. EMD activated the State Emergency Operations Center; coordinated the State Fire Services Resource Mobilization Plan in support of King County metropolitan area fire services; and worked with the Washington State Patrol to provide logistical support to law enforcement officers assisting the city of Seattle. A third major challenge was the response to the Aldercrest landslide disaster in Kelso. Although the landslide is projected to destroy the entire Aldercrest neighborhood of 137 homes, traditional assistance programs left many of the needs of the landslide victims unfilled—even after the landslide was declared a federal disaster area in late 1998. EMD worked to help landslide victims, and local and federal officials to reach a negotiated aid package agreement in November 1999, enabling neighborhood residents to receive assistance from several federal programs to get on with their long recovery process.

New directions also occurred for several state Emergency Management programs in 1999. Following through on my commitment to improve coordination with local jurisdictions, EMD liaisons were named for Southwest and Southeast Washington counties involved in fixed facility planning and response. Other notable 1999 highlights included the establishment of a Tone Alert Radio system in Benton County for the Chemical Stockpile Emergency Preparedness Program at the Umatilla Army Depot; the State Enhanced 911 Program's completion of enhanced emergency call identification throughout the state; and EMD's work with other state and local agencies to conduct a series of highly successful conferences and workshops on the earthquake and tsunami hazard in Washington's coastal counties.

While EMD will look to build on 1999's accomplishments in the first year of the new millennium, both I and the division will remember 1999 with sadness with the death of Ed Carlson, chief of staff, last August. His loss was deeply felt in both EMD and the state's emergency management community, and we will carry his memory with us as we begin 2000.



Glen L. Woodbury
Director
Emergency Management Division

EMD DIRECTOR'S MESSAGE



WOODBURY

EMD YEAR IN REVIEW

*The Emergency Management Division's 1999 Activity Report is dedicated to **Ed Carlson**, chief of staff, decorated veteran and close associate of many division employees, who died of cancer in August 1999 at age 58.*

Plymouth homeowners Ron and Sharon Keller listen to a rundown of Tone Alert Radio features by Troy Berglund, public information officer for Benton County Emergency Management. Distribution and field-testing of the radios began in the fall of 1999 and will be complete in 2000. (Photo by Mark Clemens)

- The State Emergency Operations Center operated at an enhanced level nine times in 1999, including three times to implement the State Fire Services Resource Mobilization Plan.
- EMD coordinated 2,898 emergency support incidents or missions in 1999—an increase of 11 percent from last year. Hazardous materials incidents accounted for more than 60 percent of the increase.
- The State Emergency Operations Center served as the state's Y2K Coordination Center from Dec. 28, 1999, to Jan. 3, 2000, collecting and analyzing status reports on critical systems in 68 local jurisdictions and 37 state agencies.
- About 1.5 million Washingtonians took part in the Drop, Cover and Hold earthquake preparedness drill in April 1999.
- All of Washington's coastal areas will be covered by National Oceanic and Atmospheric Administration weather radio under a partnership program involving EMD, National Weather Service, coastal counties, tribal nations and private businesses.
- In FY 99, the state distributed \$5.1 million in State and Local Assistance Programs funds to local jurisdictions.
- At year's end, approximately 500 Tone Alert Radios were in the process of being delivered to households and businesses in





A trailer at Carlyon Beach northwest of Olympia was one of 61 homes Thurston County officials tagged as uninhabitable because of landslide damage. County officials estimated slides and floods since January 1999 damaged 250 to 300 homes. (Photo by Jeff Raley, Thurston County).

- Benton County to provide alert and notification of any release of chemical agent from the Umatilla Chemical Depot.
- Damage assessments were conducted on two state disasters: Winter Storms '99 and the Satsop Earthquake of July 1999.
- Of the 1,142 applicants involved with the several presidentially-declared disaster events in Washington since 1995, EMD disaster recovery and response staff has completed work with 1,040 applicants.
- A total of \$30 million in state and federal funds were disbursed in 1999 for recovery projects from past disasters.
- All Washington counties by the end of 1999 were able to offer citizens enhanced 911 emergency communications services.
- A combination of more than 92 emergency management courses were taught to more than 1,800 individuals in 1999.
- EMD's Public Education Program received awards from the International Association of Emergency Managers for publications, materials, and videos produced in connection with the April Disaster Preparedness Campaign.
- In 1999, the E911 unit prepared and administered \$11.8 million in local jurisdiction contracts for E911 implementation, salary assistance and operations.

2,898

emergency support incidents or missions.

9

enhanced-level activations of the State Emergency Operations Center.

3

State Fire Services Resource Mobilizations.

1,800

students in EMD training courses.

\$5.1

million in funds disbursed in State and Local Assistance Programs.

550

Tone Alert Radios purchased and distributed to southern Benton County households and businesses.

1.5

million Washington residents participated in the Drop, Cover and Hold Exercise.

\$11.8

million in local contracts prepared and administered for E911 implementation, salary assistance and operations.

\$30

million state and federal funds disbursed for recovery projects from past disasters.

0

presidential disaster declarations.

OVERVIEW

Washington state experiences natural hazards including floods, wind and storm damages, wildfires and volcanic eruptions. The state is especially vulnerable to earthquakes. It also faces technological and human-made hazards including terrorism, nuclear power plant incidents, chemical weapons stockpile incidents and hazardous materials spills—all of which require immediate and well organized preparedness and response at the state and local level.

Vision

The Emergency Management Division (EMD) strives to be an organization that maximizes the disaster resistance, response and recovery capability of Washington citizens, communities, businesses and governments.

Mission

The mission of EMD is to coordinate and facilitate resources to minimize the impacts of emergencies and disasters on the people, property, economy and environment of Washington state.

Organization

EMD helps people, governments, communities and the private sector respond to emergencies and disasters. The state's Comprehensive Emergency Management Plan (CEMP) provides a four-part interdependent framework for the division's activities:

1. **Mitigation** may lessen the damages and losses caused by various hazards.
2. **Preparedness** activities, such as planning, training and exercising, enable people, governments, communities and the private sector to respond more effectively to emergency events.
3. **Response** activities include issuing warnings, mobilizing response personnel and coordinating resources.
4. **Recovery** activities after an emergency or disaster provide help to people, governments, communities and the private sector in restoring public facilities, homes and businesses.

Functions

The Emergency Management Division has six major functional areas:

- Director's Office
- Operations Unit
- Programs and Recovery Unit
- Plans, Exercise, Education and Training Unit
- Enhanced 911 Unit
- Public Assistance Unit

The Director's Office

The Director's Office provides leadership, policy direction and oversight for division programs and activities. The office coordinates and manages legislative issues, budget, and emergency public information, and provides technical assistance.

Operations Unit

The Operations Unit and its two sections are responsible for the Response phase of emergency management for EMD as well as the communications, training and exercise activities for the Preparedness phase. The unit ensures responders receive notification of threatening events. It coordinates the state's response to emergencies and disasters using a 24-hour-a-day, year-round Duty Officer system. Support missions include search and rescue operations, fire mobilization, hazardous materials incidents, severe weather notification and other emergency situations. The unit activates and supervises the State Emergency Operations Center when a situation exceeds local government capability. It also maintains EMD's automation, telecommunication and radio systems for both day-to-day and administrative purposes, as well as for warning, direction and control tasks.

Programs and Recovery Unit

The Programs and Recovery Unit oversees six federally funded programs, and manages two of the four emergency management phases: Recovery and Mitigation. Following a presidential disaster declaration, the unit administers programs to help individuals and communities recover. Other key activities include developing and monitoring guidelines for program and budget propos-



Gov. Gary Locke greets newly appointed Adjutant General, Maj. Gen. Timothy J. Lowenberg and his wife, Mary Ann, at the Washington Military Department's change of command ceremony Sept. 13 at Camp Murray. (WMD Photo by SPC Charles Ames)

als for specific hazards, and ensuring integration and coordination with participants inside and outside the agency.

Plans, Exercise, Education and Training Unit (PEET)

The Plans, Exercise, Education and Training Unit coordinates the state's Comprehensive Emergency Management Plan, which details state agency emergency management responsibilities. The unit assists local governments, private organizations, businesses and others in preparing all-hazards comprehensive emergency management plans, and coordinates the state's Hazard Identification and Vulnerability Analysis. PEET oversees training for state and local emergency management staff and others, and conducts local assistance plan reviews. The unit designs, conducts and evaluates exercises to test how contingency plans and staff perform in emergencies. It develops public education materials to motivate individuals, families, neighborhoods and businesses to prepare for emergencies.

Enhanced 9-1-1 Unit

The state Enhanced 9-1-1 (E911) office coordinates and facilitates the local planning and installation of E911 systems. The state E911 office provides financial, technical and educational assistance to local governments, program support to the E911 Advisory Committee and its appointed work groups, and guidance on a national level to build standards that will improve Washington E911 systems. The office also seeks advice from the E911 Advisory Committee and recommends the E911 tax rate to the Washington Utilities and Transportation Commission.

Public Assistance Unit

The Public Assistance Unit manages state and federal public assistance and infrastructure programs which support local and state government agencies and Indian tribes in disaster recovery. After a presidential disaster or fire suppression declaration, the unit administers grants that reimburse eligible local and state costs.

OPERATIONS UNIT

Phased Response Plan for Emergency Operations Center (EOC)

Activations

The Emergency Management Division's response to incidents is guided by the state's Emergency Operations Procedures manual, the Washington State Comprehensive Emergency Management Plan, the Incident Command System, and the Federal Emergency Management Agency's Emergency Support Function concept.

EMD's response phases are:

PHASE I

Normal, daily operations.

EMD's Duty Officer responds to incidents in accordance with established standard operating procedures.

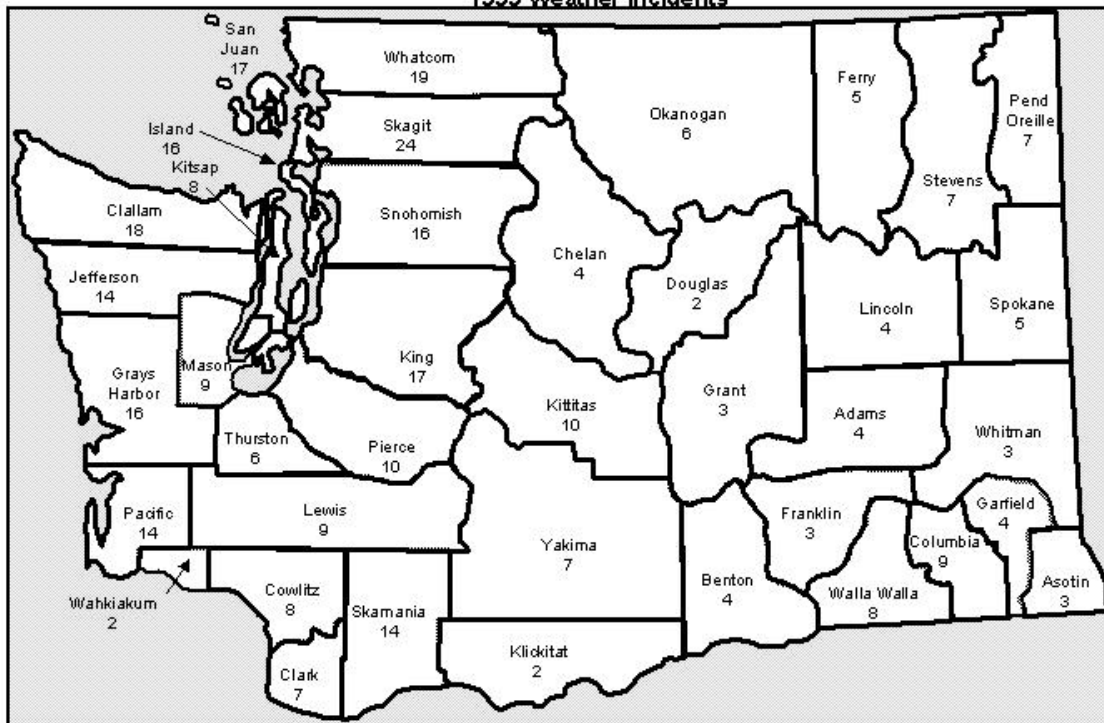
PHASE II

When an incident has the potential to grow beyond the Duty Officer's capability, and/or a local EOC is activated, additional staff are called for support. The State EOC is activated in support of the local jurisdiction.

PHASE III

An incident's size and complexity requires representation from other agencies and organizations in the State EOC to support the response effort.

1999 Weather Incidents



The majority of Washington's disaster events are triggered by weather related incidents. Therefore, the Emergency Management Division maintains continuous communications with the National Weather Service and is instantly informed of all developing weather patterns that could threaten the state's population or property. The Duty Officer immediately disseminates severe weather watches and warnings to the affected areas and coordinates emergency response or recovery resources. Occasionally, the effects of a weather system will generate local resource requests beyond the ability of the Duty Officer to manage. In those cases, the State EOC is activated to support local response efforts.

1999 activations

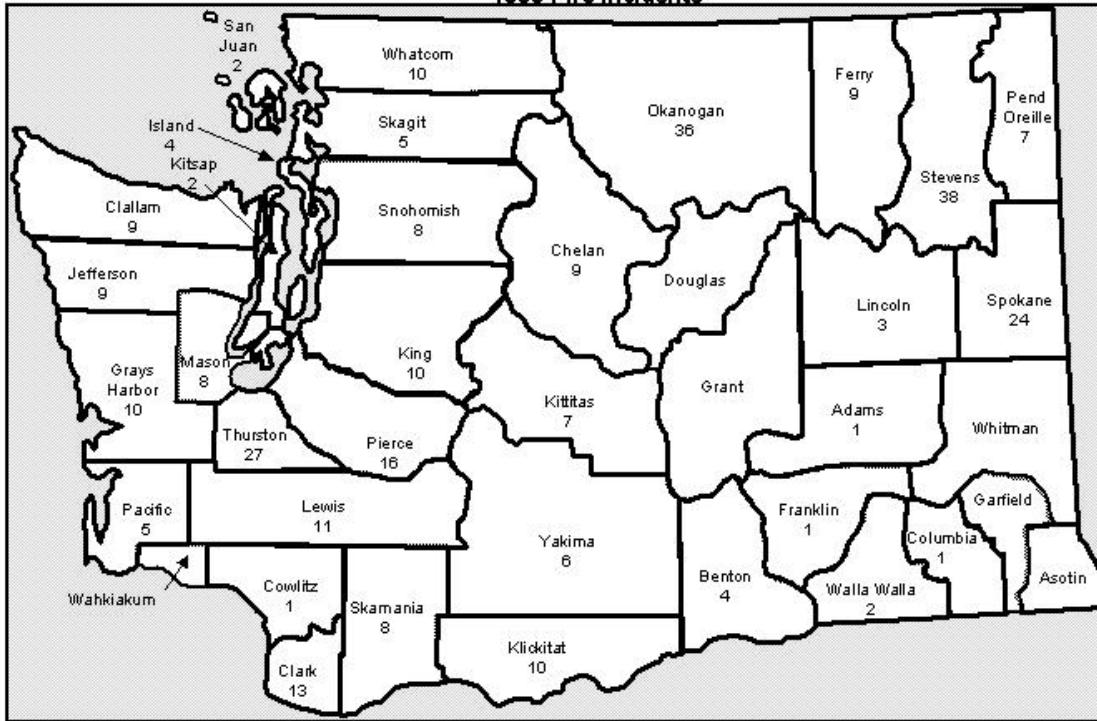
March 3 storm

State EOC activated to Phase III Operations at 0800 hours due to a severe storm affecting Western Washington. The storm generated sustained winds of 40+ miles per hour throughout Western Washington with several gusts measuring in excess of 60 mph throughout the West Side. One gust at the crest of the Cascades was recorded at 129 mph. The storm prompted the U.S. Coast Guard, for the first time in more than 15 years, to recommend that all marine vessels report to safe moorage before the full force of the storm hit the coastline. The EOC returned to normal operations on March 8.

July 2 earthquake

A magnitude 5.1 earthquake was reported at 1844 hours with an epicenter north of Satsop in Grays Harbor County. The quake was widely felt throughout Western Washington with moderate damage occurring near the epicenter. The State EOC assumed Phase III Operations effective 1907 hours with representatives from the Departments of Transportation, Ecology, State Patrol, National Guard and American Red Cross on hand to provide assistance. The State EOC returned to Phase II Operations with enhanced staffing at 1200 on July 3. Coordination was made for a structural engineer from the State Emergency Management Division and the Structural Engineering Association of Washington (SEWA) to conduct damage assessments of the Grays Harbor Court House and other county facilities.

1999 Fire Incidents



The map above depicts the 327 fire-related incidents reported in 1999 to the State Duty Officer from local emergency management jurisdictions, as well as to the State Duty Officer while serving in the capacity as the Department of Natural Resources after-hours fire reporting service. The State EOC was activated twice in response to fire-related incidents during the year.

July 9 Benton County fire

The State EOC assumed Phase II Operations and implemented the Washington State Fire Services Resource Mobilization Plan to assist Benton County fire fighters in a wildfire incident southwest of Kennewick. The fire consumed more than 2,000 acres before it was controlled. Resources from Franklin, Yakima and Chelan counties assisted in the effort. The EOC returned to Phase I operations at 1300 hours July 10.

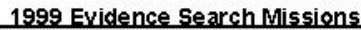
Sept. 5 Klickitat County fire

The State Fire Services Resource Mobilization Plan was authorized at 1800 hours in response to a request from Klickitat County officials to battle a 1,000-acre brush fire near Maryhill. The Washington State EOC assumed Phase II operations at 1800 hours to support the fire fighting efforts. At its

height, the blaze threatened both the Maryhill General Store and the Commonwealth Aluminum Plant. The EOC returned to Phase I operations Sept. 6 at 2000 hours.

Oct. 27 wind storm

A strong Pacific frontal system moved across Western Washington prompting the National Weather Service to issue High Wind Warnings for the entire Washington Coast as well as the Northwest interior of Washington. Marine storm and coastal flood warnings were issued for the Washington coast. King County experienced scattered power and telephone outages, and one storm-related fatality as a result of a tree falling on a citizen. In anticipation of this event and the possibility of resource



The Evidence Search Mission provides training opportunities for the volunteer emergency worker. The skills and techniques used in searching for evidence in support of law enforcement officials are very similar to those used in routine Search and Rescue missions. The training achieved during an Evidence Search further enhances working relationships, communications and emergency worker's knowledge of law enforcement procedures. As outlined in the Washington Administrative Code, emergency workers are strictly prohibited from engaging in any activity related to the search for, apprehension of, detention or arrest of suspects or persons in the act of committing or who have committed a crime. The map above depicts Evidence Search missions for 1999 by county jurisdiction.

1999 activations, cont'd

requests from local jurisdictions, the State EOC escalated to a Phase II Enhanced Operations Level. The State EOC returned to Phase 1 operations at 1730 Oct. 28.

Nov. 12 flooding

Weather conditions that began in Western Washington Nov. 9 continued to escalate until the State EOC went to a Phase II activation at 1005 hours. The Skagit River rose to six feet above flood stage. Two shelters were opened and several people evacuated in Skagit County. While flooding was widespread, it was most severe in Hamilton. The State EOC returned to Phase I operations on Nov. 13 at 1700 hours.

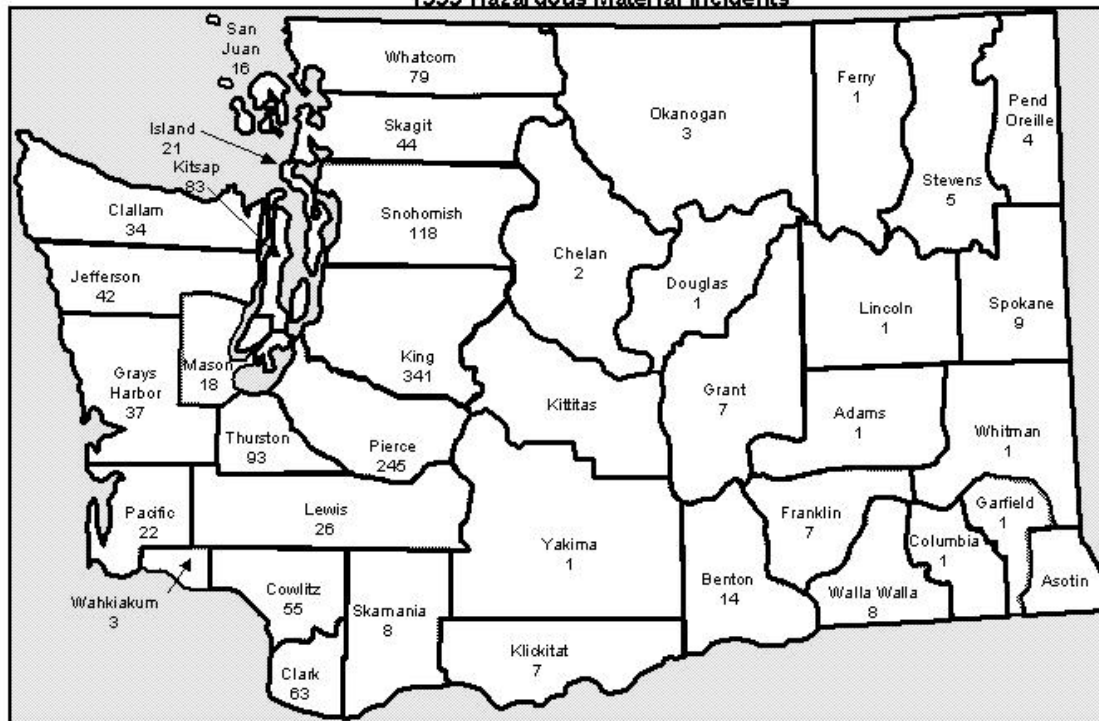
Nov. 30 WTO civil disturbance

The State Emergency Operations Center assumed Phase III operations at 1615 hours in support of Seattle's declaration of emergency due to increased violence during the World Trade Organization Ministerial Conference (WTO). A proclamation of emergency by Gov. Gary Locke allowed additional state resources to be committed to support the affected local jurisdictions. Primary support was provided by the Washington State Patrol, Department of Transportation and units of the Washington National Guard. The State EOC returned to Phase I operations Dec. 5 at 1900 hours.

Dec. 15 flooding

The State Emergency Operations Center
activated to Phase II Enhanced Opera-

1999 Hazardous Material Incidents



State Duty Officers relayed reports on 1485 potential hazardous materials situations to appropriate local, state and federal authorities during 1999. Each incident was initially evaluated for its potential impact on life, property and the environment; and notifications were promptly made. Enhanced communications capabilities within the State EOC allow immediate coordination of appropriate response. The total number of hazardous materials incidents reported to State Duty Officers are depicted by county on the map above.

tions in response to widespread flooding throughout Western Washington. A tropical weather system brought in heavy rainfall starting on Dec. 14, causing snowmelt runoff and flooding. Emergency declarations were issued from Grays Harbor, Jefferson, Skamania, and Wahkiakum counties. A total of 16 Washington counties were impacted by this weather system. The EOC resumed normal operations at 1300 hours on Dec. 18.

Dec. 28 Y2K Coordination Center

The Washington State Emergency Operations Center assumed the duties of the Year 2000 Coordination Center on Dec. 28, 1999. The EOC continued this mission through Jan. 3, 2000. There were no significant incidents in the state of Washington resulting from the year 2000 rollover.

Category	1998	1999
Search and Rescue	658	670
Hazmat incidents	1310	1485
Weather	66	70
Fires	313	327
Other incidents	261	346
Total	2608	2898



The Emergency Management Division, in accordance with Washington Administrative Code 118-04-170, will issue Training Mission numbers when requested by local jurisdictions for the skill development of volunteer emergency workers. The map above indicates the number of requests per jurisdiction in 1999.

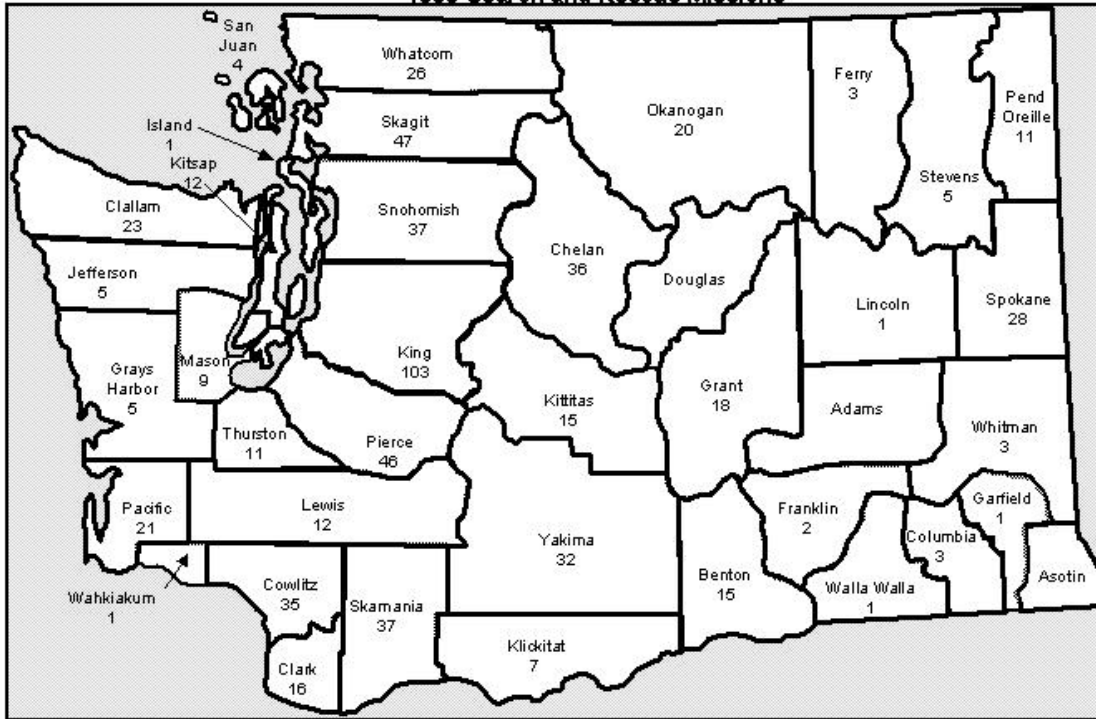
Telecommunications and Warning Section

The Telecommunications and Warning Section implemented a \$600,000 upgrade of automation systems and equipment at both the State EOC and Benton County in support of the Chemical Stockpile Emergency Preparedness Program (CSEPP). In addition, Don Miller, the division's CSEPP communications specialist, headed the effort to complete final testing and acceptance of the Tone Alert Radios (TARs) to be used in the Immediate Response Zone in Benton County. The TARs will provide instant alert to the zone's residents if a chemical emergency occurs at Umatilla Chemical Depot. This is the final piece of

the total communication alert and notification project totaling close to \$9 million which includes a four-site microwave system, a county 800MHz radio system, 20 sirens, 10 highway message reader board signs, two Highway Advisory Radios with signs, and approximately 500 TARs for home use.

Y2K was a major challenge in 1999 for the Telecommunications Section's Information Technology group. In addition to checking and upgrading existing EMD data processing systems to ensure Y2K compliance, group personnel installed numerous programmatic additions to systems in the State EOC, readying the facility to host the state's Y2K Coordination Center for federal reporting operations during the Year 2000 Rollover.

1999 Search and Rescue Missions



The map above indicates by jurisdiction the 670 Search and Rescue (SAR) missions coordinated by State Duty Officers in 1999. Resources that were coordinated included aircraft, helicopters, search dogs, mounted rescue teams (horseback, snow mobile and vehicle), additional ground search personnel, communications equipment and personnel, mountain rescue teams, underwater rescue teams and medical evacuation helicopters.

1999 Outstanding Employee

Chris Long is the State Search and Rescue Program Coordinator for the Washington State Emergency Management Division's Emergency Operations Center (EOC). He supervises the State Rescue Coordination Center during events that require a large scale, coordinated search effort. In addition, Long has performed in the roles of EOC supervisor and deputy supervisor in recent activations. As a program manager in the Operations Unit, he manages three related but distinctly different statewide program areas: emergency workers, wilderness search and rescue, and urban search and rescue (in disasters). Long has consistently displayed his dedication to his customers and the citizens of Washington in the daily performance of his duties.

The Search and Rescue program (SAR) is a unique state/local partnership. SAR operations are the responsibility of local law enforcement with support coordinated by local emergency management agencies. EMD's search and rescue program, through the State Duty Officers, assists local law enforcement and emergency management by coordinating and mobilizing additional local, state and federal resources from around the state and region. Volunteers—the most valuable as well as most numerous of SAR resources—are protected by the Emergency Worker Program that was established by Chapter 38.52 RCW and is administered by EMD's search and rescue program. During 1999, State Duty Officers coordinated 670 missions, which was the

second highest category of support missions handled by EMD. The program also sponsors SAR management and incident command training courses and supports the annual state Search and Rescue Conference.

Programs Section

Emergency Management Council

During the past year the Emergency Management Council (EMC) began a strategic planning process to identify the direction the Council and its sub-committees should take as the 21st century begins. The Seismic Safety Sub-committee and the State Emergency Response Commission (SERC) activities and initiatives were supported by the Council over the past year. Gov. Gary Locke directed that the Council establish a Subcommittee on Terrorism to address strategies for planning, training and responding to the threat of terrorism to the citizens and economy of the state. The subcommittee began meeting in January 2000. The Council also provided strategic support to the Year 2000 Rollover effort. Programs section staff provide support to the EMC and all of its sub-committees.

State Emergency Response Commission

The State Emergency Response Commission (SERC) is completing its third successful year of operation under the direction of Chief Bob Johnson of the Auburn Fire Department. The SERC was established in 1997 by Gov. Gary Locke to comply with Public Law 99-499, commonly known as the Emergency Planning and Community Right-to-Know Act or EPCRA. The act directs the SERC to designate local emergency planning districts and to appoint a Local Emergency Planning Committee (LEPC) for each district.

In 1999, SERC held two SERC/LEPC workshops to educate LEPCs on roles and responsibilities; distributed educational materials and training equipment to first responders throughout the state; and developed LEPCs performance criteria to assist them in supporting their localities.

Hazardous Materials Program

The Hazardous Materials Program provides oversight and funding to ensure that state

and local governments and industries have emergency plans to protect the public from hazardous material accidents. The program assists in local planning, response and mitigation needs through grants, professional training, plan review, and technical assistance.

The SERC is responsible for establishing the state hazardous materials emergency preparedness, response and community-right-to-know program.

1999 accomplishments

- Passed through \$276,000 in federal grant funds to state agencies and local jurisdictions for training and planning for accidents involving hazardous materials.
- Conducted with SERC two Local Emergency Planning Council workshops. More than 69 local emergency managers and members of local hazardous material response teams attended the workshop.
- As part of the Governor's Fuel Pipeline Task Force, provided safety and operations recommendations to the Governor.
- Acquired technical libraries, training videos, planning software, reference manuals and equipment for hazardous materials responder teams and local emergency managers.

Seismic Safety Committee

Seismic Safety Subcommittee members continued to support the Earthquake Program through the 1991 Seismic Safety Advisory Committee study titled "A Policy Plan for Improving Earthquake Safety in Washington" and through the recommendations of the subcommittee's 1998 progress report.

1999 accomplishments

- State highway bridges prone to earthquake damage continued to be retrofitted by the Washington State Department of Transportation.
- An earthquake-induced liquefaction susceptibility map for the Olympia-Lacey-Tumwater Urban Area and maps for Grays Harbor and Pacific counties of expected tsunami inundation from a

Cascadia Subduction Zone earthquake were released through a cooperative effort between the Division of Geology and Earth Resources (DGER) and Emergency Management Division (EMD).

- April 1999 was designated “Disaster Preparedness Month,” when EMD developed and distributed earthquake materials to local jurisdictions, state agencies, schools, businesses, and the general public. During April, a statewide earthquake “Drop, Cover and Hold” drill was conducted and more than 1.5 million citizens participated.
- A partnership with the Cascadia Region Earthquake Work Group (CREW), and other state and federal agencies launched a series of CREW forums on post-earthquake business survival strategies. The focus was on reducing the damage from an earthquake event through long-term mitigation.

Earthquake and tsunami activities

The Earthquake Program continues to coordinate statewide planning, preparedness and mitigation activities for earthquakes, tsunamis and volcanoes.

1999 accomplishments

- The development of a Comprehensive All Hazard Planning Guide and Model School Plan. The guide provides direction and instruction for developing the model school plan.
- A partnership with the National Weather Service, Navy, coastal counties, Tribal Nations and private sector for 100 percent coverage of the Washington State coast and shipping lanes with the NOAA Weather Radio. This will enhance coastal emergency alert capabilities.
- Development of a tsunami mitigation information program for the five Pacific states by DGER in cooperation with the National Tsunami Hazard Mitigation Program. The program’s newsletter, *TsuInfo Alert*, was sent to more than 300 subscribers.
- A partnership with the U.S. Geological Survey (USGS) to develop volcano edu-

cation materials. They included a volcanic ashfall brochure and a Mount Rainier slide briefing. These and other materials were distributed during Volcano Awareness Month.

- Tsunami mitigation efforts that featured installation of additional evacuation signs in coordination with the state Department of Transportation; development of tsunami interpretive signs along the Washington coast and in Island County; and completion of educational material and brochures with tsunami evacuation maps for Grays Harbor and Pacific counties.
- Presentation of the first Regional Coastal Earthquake Conference attended by more than 125 emergency managers, responders and elected officials from Alaska, Oregon, Washington and British Columbia. Its theme, “Building Earthquake Resistant Coastal Communities,” provided the platform to enhance the earthquake disaster resistance of coastal communities through mitigation measures and private/public partnerships.
- A video filmed in a Washington state school classroom taught children how to do nonstructural mitigation against earthquakes. The video won first place in a national media competition and is used in the statewide school earthquake program.
- Contract awards to counties for developing earthquake projects within their communities. The projects included non-structural mitigation, water heater strapping program, earthquake public/government awareness programs, school hazard identification and mitigation training, and identification of critical community facilities and lifelines.
- Selection of the Director, Emergency Management Division, to the Board of Directors for the Western States Seismic Policy Council.
- Sessions on Building Codes, Seismic Mapping and Earthquake Consortia for the Federal Emergency Management Agency’s first-ever National All-Hazards Mitigation Workshop. This workshop was the culmination of a multi-year

1999 Outstanding Employee

Allen Jakobitz,
Exercise and Training Coordinator for the Chemical Stockpile Emergency Preparedness (CSEPP), provided invaluable service during 1999. Washington State successfully participated in a two-day, federally evaluated, CSEPP exercise. Jakobitz was responsible for coordinating the State’s participation, and for the training of State Agency and EMD Staff for this exercise. Because of his experience and expertise in the CSEP Program, Allen also was asked to speak at the National CSEPP Conference. Jakobitz was also a key member of EMD’s Y2K Task Force and a leader in developing exercises that insured local and state agencies around Washington were well prepared for the millennial rollover.

training vision to encourage a coordinated, systematic approach among state partners and FEMA to reduce disaster damages from all types of hazards.

Fixed Nuclear Facility Program

During 1999, program staff continued to coordinate state agency and local jurisdiction preparedness activities for off-site consequences of an emergency at WNP-2 near Richland. The teamwork of the state agencies and the affected plume and ingestion counties—Adams, Benton, Franklin, Grant, Walla Walla, and Yakima—made sure that emergency response plans were reviewed and updated as part of the FEMA “350 Review Process.” Drills also were conducted throughout the year to test separate elements of the plans.

U.S. Department of Energy-Richland Program

Program staff continued to coordinate state agency and local jurisdiction’s preparedness activities for off-site consequences of an emergency involving radiological, non-radiological or mixed waste at the U.S. Department of Energy-Richland’s (USDOE-RL) Hanford Site.

A successful USDOE-RL tabletop and field exercise was held with state and county agencies to test the emergency response to an emergency on the Hanford Site. EMD coordinated facilitated meetings between USDOE and the affected state and county agencies, in order that all would have a better understanding of each other’s emergency response role.

The EMD program manager for both programs is now located in Kennewick.

PPA/CA/EMPG/SLA Programs

The Performance Partnerships Agreement (PPA) is the five-year agreement between EMD and FEMA delineating the performance goals and objectives which the state

must meet in order to be eligible for FEMA financial assistance. The agreement establishes a strategic plan to reduce losses from emergencies and disasters; strengthens emergency management capabilities; and reduces the need for federal assistance.

The Cooperative Agreement (CA) is the annual element of the PPA outlining specific EMD activities and deliverables to be performed in order to receive FEMA financial assistance. The CA provides federal funds and technical assistance to the state and local jurisdictions in support of the PPA. In FFY 99, Washington received \$4.3 million in federal emergency management funds through the CA administered by EMD.

In the fall of 1999, FEMA announced that the PPA/CA process would be replaced in Federal Fiscal Year 2000 by a new Emergency Management Performance Grant (EMPG). Under this new program, several previously separate federal grants will be combined into a single large grant, and states will be given the flexibility to allocate funds among these programs to best meet their individual needs. Programs that come under the EMPG include State and Local Assistance, the Superfund Amendments and Reauthorization Act, Title III (SARA), Mitigation Assistance, the Disaster Preparedness Improvement Grant, Project Impact, and Anti-Terrorism programs. In return for greater flexibility in using these funds, FEMA is requiring greater accountability of state and local governments in documenting the benefits of their expenditures.

The State and Local Assistance Program (SLA) is one component of the PPA/CA and new EMPG programs. It funds a portion of certain state EMD programs such as all hazards training and exercise and anti-terrorism planning. The remaining funds are passed to local jurisdictions to help them provide an emergency management capability. In FFY 99, the state distributed \$5.1 million in SLA funds to local jurisdictions. This represents 72 percent of the total SLA funds received from FEMA.

Chemical Stockpile

Emergency Preparedness Program

The primary focus of Washington state's Chemical Stockpile Emergency Preparedness Program (CSEPP) in 1999 was completing acquisition of the equipment and training required to meet the programmatic deadline of April 30, 2000. The program assists state and local planning, training and response needs to provide effective protection to the public in the event of a release of chemical agents from the Umatilla Chemical Depot. From 1989 to date, Washington state's CSEP Program has been awarded over \$21 million in grant funds from FEMA and the Department of Defense to meet these requirements.

1999 accomplishments

- Implementation of response equipment purchases for five local fire districts and five local hospitals. Equipment includes chemical resistant suits, self-contained breathing equipment, and related equipment. A total of \$440,000 has been allocated for this activity.
- Purchase of 550 Tone Alert Radios which will be delivered to local households and businesses in the Benton County Emergency Planning Zone. Approximately \$100,000 has been allocated for this process.
- Shelter in place kits will be distributed to local residents and business operators along with Tone Alert Radios. A total of \$14,000 was awarded for this purpose.
- Gained authorization for the use of monitoring equipment (ten units) from the Umatilla Chemical Depot for use by local first responders and hospitals in decontamination activities. It was determined that the level of fissionable material in the monitors requires an appropriate Nuclear Regulatory Commission license from the Washington Department of Health's Radiation Protection Division in order for distribution of that equipment. Much of the work in acquiring that license was done during Federal Fiscal Year (FFY) 1999.

- Completed the second of three automation equipment purchases in 1999 to upgrade the EMD and Benton County computer capabilities. A total expenditure of \$1 million in automation equipment was authorized for Washington for the FFY 98 through 2000 periods of performance. Approximately \$800,000 in equipment has been acquired.
- A total of \$110,000 in emergency medical equipment was authorized for expenditure during FFY 99. Equipment purchase is currently ongoing.

Terrorism Program

The terrorism program primarily focuses on the aspects of planning, training, exercises and funding that relate to the consequences of terrorism and weapons of mass destruction. The program assists local planning and response needs through grants, coordination of efforts, plan review, technical assistance and education.

1999 accomplishments

- Funding, coordinating and evaluating several multi-jurisdictional, full-scale exercises involving federal, state and local resources.
- Initiating the development of a statewide terrorism planning effort to include a terrorism annex to the Washington State Comprehensive Emergency Management Plan (CEMP).
- Assisting counties and cities with their consequence of terrorism planning efforts.
- Conducting extensive terrorism and weapons of mass destruction training for local, state and federal agencies.
- Developing, in cooperation with state and local agencies, the structure and charter of the Emergency Management Council's Subcommittee on Terrorism to manage and coordinate initiatives and taskings within Washington.

1999 Outstanding Employee

Mark Clemens, public information officer for the Chemical Stockpile Emergency Preparedness Program (CSEPP), was a principal architect of two new public information programs in 1999. He was a primary author of an innovative public information outreach plan that involves three counties, two states and two federal agencies, and is targeted at communities in the vicinity of the Umatilla Chemical Depot in Oregon. Clemens also was a chief organizer of the highly successful Year 2000 public information program at year's end that coordinated the work of more than 50 public information officers from a dozen agencies.

Recovery Section

The Recovery Section manages the Individual Assistance and Hazard Mitigation programs. Both of these programs provide assistance before and after disasters occur.

Individual Assistance Program

The Individual Assistance (IA) Program staff coordinates with government and volunteer agencies to administer and assist individuals and local jurisdictions with temporary housing, Individual and Family Grants (IFG), Disaster Unemployment Assistance, crisis counseling, legal services, agricultural disaster loans, and other individual assistance disaster loans, and grant assistance from volunteer agencies.

The IA Program coordinates with the U.S. Small Business Administration (SBA) for low-interest disaster loans for uninsured losses to homes, businesses, and personal property. The SBA programs include the Physical Loss Loan Program, which provides low-interest loans to help disaster victims return their property to pre-disaster conditions, and the Economic Injury Disaster Loan Program, which provides loans to businesses that have sustained losses due to disasters.

In 1999, the SBA approved 175 low interest loans totaling \$4.9 million for damages resulting from the 1999 Winter Storms that occurred in Grays Harbor, Jefferson, King, Kitsap, Lewis, Mason, Pierce, and Thurston counties. Five additional SBA loans totaling \$258,500 were approved in Ferry County for the economic injury sustained as a result of the May 1998 flood event.

Hazard Mitigation Grant Program

The Hazard Mitigation Grant Program (HMGP) funds state and local agency projects to reduce future damages and hardships as a result of major disasters. Applications, grant agreements and funding are determined through a competitive process. In the eight federal disasters declared in

Washington between November 1995 and June 1998, the program has paid out \$31.2 million throughout the state. The projects range from acquisitions, elevations, and relocations of repetitive flood loss homes to emergency generators for critical facilities and infrastructure projects such as seismic retrofits and public radio towers. In 1999 HMGP successfully closed 22 of its 64 projects. The 1999 Flood Mitigation Assistance program awarded more than \$300,000 to King County for elevation of repetitive loss homes and more than \$24,000 to Grays Harbor County for development of a countywide Comprehensive Flood Hazard Management Plan.

Project Impact

During 1999, Washington State Emergency Management continued to play a supporting role in Project Impact. Walla Walla County was added to the state's Project Impact communities at the beginning of the year. Since FEMA only awards one grant per state per year, the Emergency Management Division solicits applications from local jurisdictions throughout the state. A number of communities applied for the federal fiscal year 2000 Project Impact grant, including Kitsap County, which submitted a comprehensive mitigation plan with their application. After careful evaluation of all applications, Kitsap County's was forwarded to FEMA with the state's recommendation for the Year 2000 award. FEMA subsequently approved the recommendation, making Kitsap County Washington State's newest Project Impact community.

A signing ceremony in January 2000 recognized successful work by King and Pierce counties on their Project Impact program in 1999 to address earthquake hazards. Involving more than 40 organizations, the program includes a Transportation Corridor Seismic Vulnerability Study, a Small Business All-Hazard Mitigation Project, a campaign to encourage schools, homes and businesses to tie down computers, and an expansion of Seattle's home retrofit program to the region.



Repair work began in mid-July on the Grays Harbor County Courthouse clock tower that was damaged in the magnitude 5.1 earthquake on July 2, 1999. Centered near Satsop, the earthquake damaged interior walls and the exterior façade of the 89-year-old courthouse in Montesano. (Photo courtesy of Kathy Quigg, *The Daily World*.)

PUBLIC ASSISTANCE UNIT

The Public Assistance Unit is responsible for administering federal and state grant funds which reimburse local and state agencies for costs associated with federal disaster declarations. It coordinated disaster damage assessments for two state disasters in 1999: Winter Storms '99 and the Satsop Earthquake of July 1999.

The unit is divided into two sections: Infrastructure and Engineering. The Infrastructure Section works closely with each applicant in the development and completion of eligible projects and the funding associated with each project. The Engineering Section works with each applicant to review the plans and specifications and technical aspects of each project to ensure eligibility of each project under the funding limitations. Funding supports debris removal,

emergency response work, and repair and restoration for public facilities damaged in the disaster.

During 1999, the Public Assistance Unit processed claims for federal reimbursement resulting from disaster declarations over the past four years. Total state and federal funding disbursed in 1999 for disaster recovery projects was \$30 million. Of the 1,142 applicants involved with the seven disaster events since 1995, work has been completed with 1,040 applicants.

1999 Outstanding Employee

Kurt Hardin, Infrastructure Section Supervisor, has selflessly performed public service through ensuring applicant closures consistent with complex federal regulations. On the Kelso Landslide Disaster Event, he worked to preserve the maximum amount of funding for the 126-home property acquisition project. He also took the lead in conducting the Preliminary Damage Assessment for the July 1999 Earthquake in Grays Harbor County.

PLANS, EXERCISE, EDUCATION AND TRAINING UNIT

1999 Outstanding Employee

Plans Review Coordinator

Mark Kogle did outstanding work in reviewing dozens of local and state agency plans during the course of 1999.

He also took the lead in the HIVA revision, facilitated the rewrite of the Fire Mobilization Plan, and assisted in reimbursement for fire fighters and equipment in the three state fire mobilizations.

Kogle was also a key coordinator for the Intelligence and Planning (IAP) function in the State Emergency Operations Center during fire mobilizations, the World Trade Organization Conference in Seattle and the Year 2000 Rollover.

The Plans, Exercise, Education and Training (PEET) Unit provides comprehensive planning and training activities for federal, state, and local jurisdictions as well as for the public. The unit consists of a Plans Section staffed by six personnel; an Exercise, Education and Training Section staffed by ten personnel, a unit secretary and manager. Throughout the year, preparation for the Year 2000 Rollover challenge provided numerous opportunities for an integrated training and planning effort. PEET Unit accomplishments resulted in formal recognition at the national, state, and local levels as unit members focused on the delivery of total quality services.

Plans Section

In addition to accomplishing a myriad of Year 2000 Rollover activities, the Plans Section provided a full range of planning and public outreach activities during 1999. For example, the section initiated a complete revision of the Hazard Identification and Vulnerability Analysis (HIVA) which will be published in spring of 2000. The Plans Section successfully met its 1999 objective to review the Basic Plan portion of the Comprehensive Emergency Management Plan (CEMP) and one quarter of the Emergency Support Functions (ESFs). A review of the Basic Plan by the State Agency Emergency/Disaster Liaison Coordinators and state Emergency Management Division (EMD) staff produced several substantive and editorial changes. These were promulgated in Change Two to the CEMP. A Coordinated Draft All-Hazard Recovery Plan was published in December to support ESF 21, Re-entry, Recovery, and Restoration of the CEMP.

The Section conducted its 1999 review of the Fixed Nuclear Facility (FNF) Plans of Adams, Benton, Franklin, Grant, Yakima, and Walla Walla counties in addition to supporting FNF plans from the Washington state departments of Agriculture and Health. Work continued on the Chemical Stockpile

Emergency Preparedness Program (CSEPP), and the Advisory Team for Environment, Food, and Health, which supports the FNF Program. All FNF/medical/CSEPP support Memoranda of Understanding were reviewed (eight out of fifteen have been revised and signed). CSEPP reached several milestones with the completion of protective equipment needs analysis, plan development, federal funding, procurement, distribution and first responder training.

Fire mobilization activities included two fire mobilizations for wildland fires and a unique mobilization in support of the World Trade Organization (WTO) Conference in Seattle. During WTO, six task forces and an overhead team were mobilized to provide additional fire fighting capability for King County and ultimately provided logistical support to the law enforcement effort in Seattle. The payment of claims submitted by fire fighting entities for their efforts in three state mobilizations continues into 2000. Reimbursement costs were estimated at more than \$1 million.

The Plans Section continues to review local jurisdiction emergency management plans. In accordance with state law, local jurisdictions must submit new plans, and changes to plans, to EMD. Local jurisdictions applying for the federal State and Local Assistance Program must submit an updated plan every four years.

Perhaps the most defining effort for the year was preparation for the Year 2000 Rollover Event. The Section played a major role in the development of a contingency planning course and a consequence management course to help state agencies prepare for the Year 2000 computer change date. Section staff spearheaded the planning, training, and preparation for the state's Year 2000 Rollover Program. They developed, tested and exported to all local jurisdictions in the state, a Year 2000 Consequence Management Plan and a Contingency Planning

Guide. Planners also conducted numerous workshops for emergency managers, first responders, emergency service organizations, utilities, public service, and health service organizations. Plans staff worked closely with the Governor's State Year 2000 Office in development of the Year 2000 Rollover Plan and conducted training for emergency managers, state agency representatives, industry liaisons and EMD staff in the form of workshops, drills and exercises.

The Plans Section staff conducted the Emergency Management Planning Course in Pasco during June 1999. This three-day course discussed the five elements of the planning process: conduct of a HIVA, obtaining executive support, developing a work schedule, coordinating the Basic Plan, and exercising and maintaining the Plan. The students then completed a Basic Plan, an ESF, and Standard Operating Procedures. The Plans Section staff also conducted planning workshops in Yakima, Moses Lake, Pasco, Bellevue, Bellingham, Camp Murray, Vancouver, and Olympia. This outreach program enhanced the readiness of many emergency management and first responder organizations around the state.

Exercise, Education and Training Section

Exercise

During 1999, EMD participated in a number of exercises related to activities simulating disasters and featuring a wide range of hazards. In the spring EMD conducted a series of Y2K workshops and exercises in conjunction with local communities and jurisdictions.

In May, the agency participated in a comprehensive one-day, full-scale exercise to test emergency plans related to the chemical stockpile program held at the Umatilla Chemical Depot. To successfully accomplish given objectives, the exercise included the U.S. Army, and the states of Washington and Oregon.

Other exercise activity related to hazardous materials, mass casualties, weapons of mass destruction, and nuclear incidents involved the Department of the Navy at Bangor. In September, the agency participated in the planning and execution of a hazmat spill and mass casualty exercise in Pend Orielle County. In November, EMD participated as a full partner in a weapons of mass destruction exercise in Everett. Additionally, EMD participated in preparation for the Department of Defense-driven exercise to be held at SUBASE Bangor in Kitsap County in September 2000. In December the agency participated in a functional exercise with Energy Northwest (formerly known as WNP-2) involving a simulated accidental radiation release. This exercise was in preparation for a graded exercise to be conducted in September 2000.

Throughout 1999, EMD hosted and conducted multiple exercises and training sessions for the state Emergency Operations Center in preparation for the Year 2000 Rollover. This state worked closely with FEMA and the President's Information Coordination Center in helping to develop the Y2K reporting system and tested this system during the Y2K exercise.

Education

The Disaster Preparedness Public Education Program provides education and training opportunities to the public on emergencies and disaster preparedness. Our goal is to be the best-prepared state in the nation. Annually, during the month of April, EMD conducts an all-hazard "Prepare...Because You Care" disaster preparedness campaign.

The following materials were distributed during the campaign:

- 2500 campaign packets
- 10,000 posters
- 5,000 coloring books
- 120,000 earthquake litter bags
- A video library consisting of four disaster preparedness videos and a 30-second public service announcement.

1999 Outstanding Employee

Ferruccio Crocetti

distinguished himself as the leader of EMD's Year 2000 Task Force. This cross-functional team organized and accomplished a myriad of tasks that resulted in a comprehensive contingency planning effort, and in the virtually flawless operation of the state's Year 2000 Coordination Center. According to Julie Boyer, State Year 2000 Office director, "The value of having a single, coordinated information gathering and reporting source for Washington residents became very clear. State and local government, utilities, and business representatives worked together closely to provide the public with timely, accurate information about the status of critical services." These accomplishments were a direct result of Crocetti's consummate professionalism and leadership.

1999 Outstanding Employee

Dave Hodgeboom has led EMD's efforts in HAZMAT and terrorism training in Washington. He has done an excellent job of developing, coordinating and teaching a wide variety of courses which include Incident Command System, Weapons of Mass Destruction, terrorism and HAZMAT response and protection. Further, Hodgeboom has worked closely with the Department of Justice in coordinating its terrorism training programs with Washington State. Because of his experience and knowledge, Hodgeboom was asked to assist in the evaluation of several large scale, multi-jurisdictional terrorism and hazardous materials related exercises.

A statewide "Drop, Cover and Hold" earthquake drill highlighted the campaign. More than one million citizens participated in the statewide drill that included schools, private businesses, state agencies, hospitals and individual citizens.

A classroom hazard mitigation video was developed in partnership with McAlder Elementary School, Sumner School District, Pierce County. The children identified and mitigated known hazards in their classroom. This video was provided to all local jurisdictions.

A series of monthly disaster preparedness mini-campaigns were conducted. These mini-campaigns provided preparedness messages and materials on seasonal hazards throughout the state.

The Public Education Program received awards from the International Association of Emergency Managers (IAEM) for publications, materials and videos produced in connection with the April disaster preparedness campaign.

Training

The Training Section offered a wide variety of formal training courses, seminars, workshops, and courses that were designed to improve both general and special skills for the emergency management communities in Washington State. A combination of more than 92 courses were taught to over 1,800 individuals in 1999. Subject areas included professional development, community preparedness, mitigation, response, and recovery. Special training courses held throughout the year focused on the New Public Assistance Program, Domestic Preparedness/Weapons of Mass Destruction courses, and Contingency Planning for the Year 2000.

The 1999 *Partners in Emergency Preparedness Conference*, co-sponsored by EMD, Western Washington Emergency Network, Washington State Emergency Management Association, and the State Emergency Response Commission was held March 30-April 1, 1999. The confer-

ence provided a blend of 87 theoretical and hands-on training sessions for nearly 550 participants.

Domestic Preparedness Training

The *Domestic Preparedness-Defense Against Weapons of Mass Destruction* course was conducted on four operational levels: *Responder Awareness, Responder Operations, Incident Command and Hospital Provider*, in five separate training sessions. These courses targeted the different level of response needs throughout the state. A *Win Against Terrorism* course was conducted at Camp Murray to give responders a practical hands-on course demonstrating the techniques and procedures required to respond to acts of terrorism. Weapons of Mass Destruction expertise was provided to three local jurisdictions in planning for and conducting exercises involving this threat. Funding support through the federally developed anti-terrorism program also allowed the purchase of specialized reference materials for use by local jurisdictions and other response agencies.

Hazardous Material Training

During the year, the Hazardous Materials Training and Exercise Coordinator assisted jurisdictions in Washington in addressing specific Hazardous Materials Training and Exercise needs. A *Hazardous Material Contingency Planning Course* was conducted, which provided local emergency managers and planners with the up-to-date procedures for preparing a Hazardous Materials Contingency Plan for either a facility or a Local Emergency Planning Committee. This course brought together expertise from local, state and federal agencies. A series of Hazardous Materials Incident Command courses were requested and delivered to local jurisdictions throughout the state. These courses targeted public and elected officials, and law enforcement and public works agencies. Two courses for response to radiation accidents were conducted, a *Radiation Monitoring Course* and a *Hospital Emergency Room Response to Radiation Accidents Course*.



Bruce Baardson of the State E911 Office works the State E911 booth in the state capitol in Olympia as part of the week-long activities celebrating statewide implementation of enhanced 9-1-1. (EMD photo by Rob Harper.)

ENHANCED 911 UNIT

A watershed year for E9-1-1

The last year of this century was a watershed for the State E911 Program. It commemorated the completion of the legislative mandate for counties to offer citizens enhanced 911 emergency communications systems statewide by Dec. 31, 1998.

This noteworthy achievement was observed in a week-long celebration in April at the state capitol in Olympia. Nine-one-one public safety professionals from across the state were honored in a formal ceremony and hosted at a trade association reception. Interactional displays were on exhibit by industry vendors, the state office and participating counties.

With statewide implementation of enhanced E911 services being finalized, the State

E911 Program moved into a transitional stage, redefining its mission and its major goals.

To ready for this transition, the E911 Program began reporting directly to The Adjutant General in 1998, with temporary oversight performed under the direction of Maj. Gen. Frank Scoggins, Air National Guard. With a new vision statement and strategic plan in place in October, the E911 Program's oversight reverted back to the leadership of the Emergency Management Division.

Under existing state law, the State E911 Advisory Committee's charter will sunset on Dec. 31, 2000. The E911 Advisory Committee pushed on with its work, redefining its role in assuring the ongoing success

of E911 systems in Washington and requesting that its charter be extended. The committee analyzed its future role in ensuring future program success in provision of new levels of service delivery to the counties. This process has involved:

- Developing, defining and refining the Five-Year Strategic Plan;
- Creating and adopting new State E911 Advisory Committee by-laws;
- Restructuring the makeup of the committee to move from an implementation to an operational mode of service delivery;
- Establishing new work subcommittees to accomplish specific goals; and,
- Ordering and redirecting the work of existing subcommittees.

Program work was carried out by the E911 Advisory Committee's work groups. The **Washington Administrative Code (WAC) Revision** and the **Technology Subcommittees** were newly formed this past year.

- The **WAC Revision Subcommittee** focused on drafting new language as the E911 Program moved from an implementation to an operational phase of E911 service to the counties.
- The **Technology Subcommittee** formed to analyze the feasibility of a state-managed E911 system and to analyze the impact of E911 on changing telecommunications systems.
- The **Wireless Committee's** major work was to obtain funding that would adequately sustain the delivery of services to wireless subscribers.
- The **Public Education Work Group** continued its efforts to educate citizens on the appropriate use of 911 through development of educational materials.
- The **Telecommunicator Training Steering Committee** developed a plan for the administration and implementation of a training and certification program for 911 telecommunicators and continued to enhance the statewide training program.

- The **Salary Assistance Committee** recommended several funding options for consideration for county assistance.
- The **Strategic Planning Committee** continued to assist and coordinate in review and oversight of E911's five-year plan.

Under the State E911 Advisory Committee's guidance, the State E911 Program staff has assisted the counties in meeting the statewide goal of tracking the origin of 911 calls made from a wireline phone in nearly any Washington locality.

The State E911 Program looks to the future, continuing to provide viable 911 service delivery throughout the counties. The program is currently exploring how it can best ensure adequate funding levels for the counties in order to meet the growing demands placed on 911 technology and delivery systems.

Significant Accomplishments

The State Enhanced 911 (E911) Office provides financial, technical, and educational assistance to local governments and program support to the E911 Advisory Committee and its appointed work groups. The state office also represents state interests at national standard-setting bodies and with regulatory authorities.

Financial Assistance

- Prepared and administered \$2.7 million to 10 counties through E911 implementation contracts.
- Prepared and administered \$3.5 million in 19 operations contracts to the counties in support of existing E911 systems.
- Prepared and administered FY 2000 salary assistance contracts to 22 counties totaling \$5.6 million. These contracts are for the time period July 1, 1999, to June



E911 public educators Jody Borden, left, Benton County, and Pegi Donahue, Spokane County, staffed two of the 18 exhibits at the state capital celebrating the delivery of enhanced 9-1-1 services to all Washington residents and the observance of National Telecommunicator's Week. (EMD Photo by Rob Harper).

- 30, 2001, and are solely to assist with 911 call answering.
- Prepared and administered three personal services contracts totaling \$391,000 for assistance to counties and planning activities.
- Contracted with Language Line, LLC, for statewide 24-hour-a-day interpreter services. This service provides immediate access to interpreters for more than 100 languages for use when a 911 caller has limited English capability. The state provides a master contract and pays all contract fees so the county 911 centers pay only for the service minutes they use.
- Prepared and administered a new operations contract policy. The policy established new guidelines for determining contract eligibility, reimbursement limits and completion of the application forms.
- Developed and implemented a new contract tracking mechanism for budget reporting purposes.
- Requested and received a \$2.6 million supplemental budget for FY 99 salary assistance contracts for the period July 1, 1998, to June 30, 1999. This enabled the funding of 22 salary assistance contracts for \$2.6 million of which \$2.3 million was actually expended in reimbursement to the counties.
- Requested and received an Attorney General's opinion on the effect regionalization would have on a county's eligibility for salary assistance.
- Completed a study into the feasibility of a regional communications center serving Chelan and Douglas counties.
- Contracted for a study into the feasibility of a regional communications center serving Jefferson and Clallam counties.

- Assisted Whitman and Asotin counties in Washington and three jurisdictions in Idaho in preparing a Memorandum of Understanding to study the feasibility of a regional communications center.
- Hosted and participated in several community meetings with the Washington Association of Counties to educate on the E911 salary assistance program for staffing of 911 communication centers in the counties.

Technical Assistance

- Provided technical assistance for small, rural Washington counties transitioning from the implementation phase to the operational phase of E911 which allows the Public Safety Answering Point (PSAP) to receive Automatic Number Identification (ANI) and Automatic Location Identification (ALI) of the caller.
- Developed four animated, interactive personal computer scenarios to educate children on the proper use of 911. This touch-screen program was designed specifically for use at the state display at the celebration recognizing statewide E911 implementation.
- Provided guidance on the Master Street Address Guide (MSAG) and addressed mapping concerns for several eastern Washington counties.
- Contracted with Spokane Geographic Information System (GIS) to develop a server-based mapping program for use in the PSAPs. The program, that PSAPS can purchase for \$100, automatically displays a map with the caller's location. PSAPS must provide their own maps as these are not part of the software.
- Provided staff support and expertise to a newly formed Technology Subcommittee of the E911 Advisory Committee.
- Provided staff support and expertise to a newly formed work group of the E911 Advisory Committee known as the Washington Administrative Code (WAC) Rewrite Subcommittee.
- Supported a major revision of the E911 Internet web pages through provision of updated technological material and requests from local governments and private industry.
- Conducted a comprehensive statewide study to gather financial information and equipment replacement costs to support the viability of a state-managed E911 system.
- Assisted Lincoln County in securing a \$110,000 grant from the Environmental Systems Research Institute, Inc. of California for mapping software and staff training to support their MSAG and other mapping issues throughout the county.
- Participated in a series of national professional work groups to establish technical standards for 911 systems to address both current system operations and future system design. Network development was concentrated on the efforts necessary to meet the immediate challenge. The primary focus of these work groups is two-fold: 1) to assure that local number portability does not degrade the performance of E911 systems; and 2) on the efforts to implement wireless interfaces to E911 to meet a May 1998 Federal Communication Commission (FCC) mandate.
- Actively participated in three national National Emergency Number Association (NENA) standard-setting committees: technical review; Futures Model; and, Private Switch (PBX).
- Presented information at a NENA 911 critical issues forum on a Washington model for Phase I cost recovery.
- Represented E911 interests serving in officer, technical committee and board member positions in the National Emergency Number Association (NENA), National Association of State Nine-One-One Administrators (NASNA), and Washington State Emergency Managers Association (WSEMA).
- Commented on NENA Data Standards for database maintenance.

Educational Assistance

- Facilitated three, statewide educational forums for county 911 coordinators on program and policy, legislation, and the work of the State E911 Program staff.
- Through efforts of the State E911 Program, Gov. Gary Locke issued a statewide proclamation declaring Sept. 11 as 911 Day.
- Revised and reissued the “*County E911 Coordinator Guidelines*”, a resource manual for the 911 public safety industry in Washington. This manual facilitates communication with the State E911 Program while making possible an understanding of the program’s written policies, federal and state law, and the Washington Administrative Code.
- Developed a 911 public safety message for Washington telephone directories. Coordinated and gained cooperation from Washington landline telephone companies to encourage Washington telephone directory publishers to use the proposed message for uniformity of its placement, text, graphics and layout.
- Participated in developing award criteria, review of nominations submitted and award presentation for the Washington Chapter of the National Emergency Number Association’s *1998 9-1-1 Education Program of the Year* recognizing 911 education efforts in Washington state.
- Served as the E911 public education resource with the Department of Social and Health Services’ Office of the Deaf and Hard of Hearing in developing future program content and direction for the Community Services Center for the Deaf and Hard of Hearing (CSCDHH).
- Negotiated a pilot project with General Administration to warehouse, inventory and ship 911 educational materials to requesting counties.
- Developed, coordinated and distributed a 911 Public Safety Message to news media and the public safety and the Year 2000 community. This message was

crafted in cooperation with the Washington landline telephone companies to assure appropriate use of 911 during the New Year rollover.

- Developed a statewide survey to track inappropriate use of 911 calls at 911 community centers to determine educational and training needs.
- Coordinated and hosted a week-long celebration at the state capitol in Olympia with displays, a formal ceremony and reception involving 911 industry vendors, the public safety community, and trade associations. The celebration recognized the completion of the legislative mandate for statewide implementation of E911 services by Dec. 31, 1998.
- Continued the contract with the Criminal Justice Training Commission to offer statewide telecommunicator training. Revised curricula were produced as part of the ongoing effectiveness evaluation. Additionally, a test was developed and verified which will permit previously trained or experienced telecommunicators to acquire certification.

E911 Advisory Committee and Work Group Support

- Planned, coordinated and supported monthly meetings of the E911 Advisory Committee to discuss, analyze and strategize E911 program policy and operating procedures on all aspects of county implementation, operations and salary assistance.
- Provided program and administrative support to six standing work committees of the E911 Advisory Committee—Public Education, Wireless, Telecommunicator Training Steering, WAC Revision, Strategic Planning, and Salary Assistance.
- Developed and facilitated the adoption of the E911 Advisory Committee By-Laws. The By-Laws restructured the committee’s membership to accomplish the transition from implementation to

1999 Outstanding Employee

Penelope

Christopherson was the catalyst in making the week-long, statewide E911 Celebration a reality at the State Capitol in April 1999. The celebration marked statewide implementation of 9-1-1 enhanced services and included 18 exhibits from industry vendors, the public safety community and trade associations; a formal recognition ceremony; and a reception for legislators, exhibitors and guests. Christopherson served as agency coordinator, directing the Washington Military Department’s 1999 Combined Fund Drive that involved numerous divisional fund raising events and a kickoff picnic event at American Lake. With 29 charities participating, the fundraiser collected more than \$1,000, kicking off a statewide campaign for the department that raised nearly \$15,000 in employee contributions.

operation to assure the continued viability of 911 service delivered to the counties.

Administrative and Legislative Actions

- Drafted legislation for consideration by the 2000 Legislature to extend the term of the E911 Advisory Committee which sunsets on Dec. 31, 2000.
- Requested assistance from the Attorney General to intervene with the Federal Communications Commission (FCC) on wireless integration to 911 based on Washington state statutes. The FCC ruled in support of Washington's 1995 ANI law.
- Created a new position for a 911 coordinator in the State Emergency Operation Center (EOC) and developed Standard Operating Procedures (SOPs) for that position. This position will be staffed in the EOC to support the 911 Public Safety Answering Points (PSAPs) during any state activations.
- Transferred tax collection of the state 911 excise tax from the State E911 Program to the State Department of Revenue. The State Office, as previously authorized by RCW 82.14B, received its funding through state and local taxes on telecommunications services. These taxes are collected and remitted by the telecommunications companies to the state Department of Revenue.
- Participated in Year 2000 Readiness work groups, exercises and the actual Y2K rollover to identify and liquidate potential interruptions to critical systems.
- Developed legislation to permit the Adjutant General, at the recommendation of the Fire Protection Policy Board, to adopt standards for the accuracy of the address information displayed when 911 is dialed from private, multi-line telephone systems. The state legislature subsequently passed legislation.
- Tracked legislation and provided information where appropriate to protect E911

interests.

- Issued an annual report to the Washington Utilities and Transportation Commission (WUTC), justifying the continued collection of the E911 excise tax at the 20-cent level in 2000.
- Reviewed and commented on the Universal Service bill and WUTC recommendations.
- The E911 Program moved into the Emergency Management Division, reporting directly to Glen Woodbury, Division Director.
- Developed an integrated database of contacts such as committee members, county coordinators and interested parties to eliminate duplicate mailings and permit simplified address information updates.
- Requested and received assistance from the Attorney General on the following: Specific language in the RCW 38-52-540; enforcement of Phase 1 wireless; E911 Advisory Committee by-law review; Language Line contract review; and, the Request for Proposal for the Clallam/Jefferson regionalization study.